



Iowa Department on Aging & Area Agencies on Aging

Area Plan Process

“Super Fly AP Rock Stars”

September 14 – 18, 2015

The Opportunity

Donna Harvey, Director, Iowa Department on Aging

The “Super Fly AP Rock Stars” Team

Anthony



Jeff Batz, IDA; Donell Doering, Elderbridge AAA; Jane Erickson, IDA; Dick Harmon, IDA; Anthony Lee, Aging Resources AAA; Christa Merritt, Milestones AAA; Kim Murphy, IDA; Alyce Schaller, Northeast Iowa AAA; Nancy Nichols, Aging Resources of Central Iowa, Board; Carlene Russell, IDA; Shan Sasser, IDA; Marcia Tope, DOM, Linda Hildreth, IDA

Scope

Shan

This event will define an area plan process from the point of initiation through implementation that is usable and value added. The event will also define how the area plan is used by IDA, AAAs, stakeholders and consumers.

Objectives

Alyce

- Define the purpose of the area plan
- Define all area plan components
- Identify standardized tools and resources to be used in the area plan process
- Define the phases of the area plan process and the timeline associated with the phases
- Identify and define tasks, functions, and responsibilities of IDA and AAA in the area plan process

Lean Methodology

Alyce

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Trends

Carlene

- Increased diversity, culture and health in aging population
- Privatization of Medicaid
- People live longer and higher health needs
- Network looking to other ways to supplement their business
- Increased aging of people with disabilities
- Combined programs and agencies for aging and people with disabilities
- Increased competition between services
- Decrease in volunteers

SWOT Analysis

Nancy

Design considerations and framework for visioning

Strengths:

- ✓ What we do well?
- ✓ What are our advantages?
- ✓ What resources do we have access to?

Weaknesses:

- ✓ What can be improved?
- ✓ Gaps?
- ✓ What should be avoided?

Opportunities:

- ✓ What areas can grow?
- ✓ Changes to funding?
- ✓ Technology development?

Threats:

- ✓ What are the obstacle?
- ✓ Things beyond our control?
- ✓ New regulations?

SWOT

Nancy

Strengths

- Data availability
- Opportunity to capture current goals and to review progress
- Opportunity to get input from community
- Streamlined the assurances

SWOT

Kim

Weaknesses

- Public Hearing process is difficult and outdated
- Education and lack of knowledge about the Area Agencies on Aging and their purpose
- Area Plan does not capture everything Area Agencies on Aging provide
- Area Plan is unclear on its purpose, use and guidance

SWOT

Jane

Opportunities

- Identify needs and set priorities to improve outcomes to our customers
- Bring state and local entities together as a team
- Data in Area Plan can be used for future planning
- Showcase, capture and share AAA's goals, activities and progress

SWOT

Jane

Threats

- New learning curve
- Not able to articulate the need for Aging Network existence
- Time intensive
- No method to evaluate progress

Brainstorming

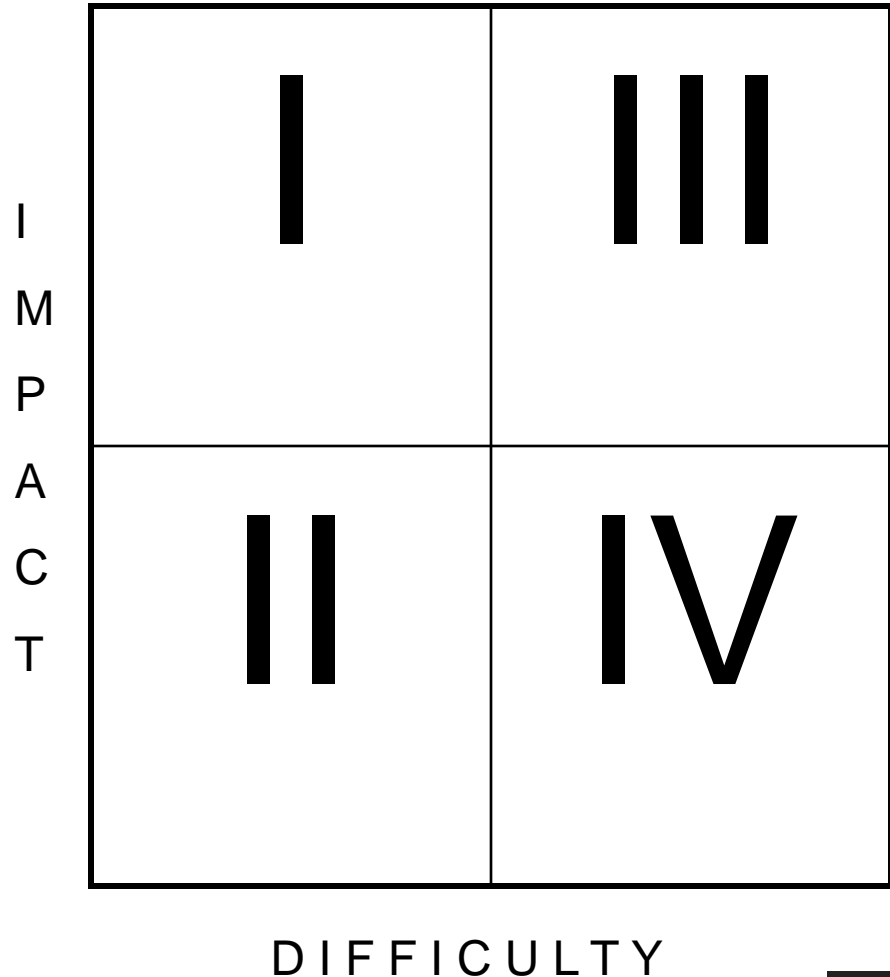
Jeff

- Change definition and method of gathering input
- Area Plan is a 4 year cycle
- Area Plan includes OAA requirements and an “other” section for non OAA requirements
- Collaboratively develop templates and tools
- Continuous data review and evaluation
- Ongoing technical assistance

De-selection Process

Carlene

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



Purpose

Donell

Outlines comprehensive and coordinated delivery system to ensure consumer needs are met in each planning and services area (PSA).

Customer

- Older Iowans age 60 and older
- Caregivers
- Individuals age 18+ with a disability

Christa and Kim



Key Points

Shan

- Phases with timelines
- IDA and AAA staff will have ongoing collaboration, technical assistance and data gathering with review
- Developed a meaningful product to use throughout the year
- Alignment – Consumer input feeds into area plan, which feeds into state plan, which feeds into Administration for Community Living
- Rule change for public input

Implementation

Christa

- Communication regarding Lean event – September 2015
- Presentations to IDA, AAA, & Staff – October 2015
- Planning meeting – December 2015
- Directors identify key staff for planning – December 2015
- New process begins - January 2016
- Boards & Advisory – January 2016

Homework

Jeff

Improvements/ Action Item	Implementation/Communication Plan	Person Responsible	Due Date
Roll-out	Roll-out and communication plan	Kim/Christa	DONE
Components	Area plan components/template Divide plan for OAA (refers to federal, state, Title III funding) and other (non-OAA) (other funding outside of traditional) Other section Allow regional emphasis/agency specific goals Remove max page requirements	Shan	12/29/2015
Cycle	Sample area plan 4-year cycle	Jeff	DONE
Roles	Roles for each phases	Donell	DONE
Assurances	Revise assurances and verification of intent section	Shan	11/24/2015
Communication	Pre-planning: -Work group	Kim/Christa	1/1/2016
Communication Plan	Dashboards	Christa	9/16/2016
Content	Pre-planning work plan: Due Date (when everything due, timeline)	Jane	3/22/2016
Data/Re-evaluation	Standard consumer surveys (measuring effectiveness of service) - Program satisfaction surveys that are standardized	Jane	3/22/2016
Data/Re-evaluation	Develop Review: (include) Budget and Unit Comparison (3A1)	Jane	3/22/2016
Needs Assessment	Needs assessment(include): How many have those needs for the services provided	Shan	12/29/2015

Team Member Experience

Dick Harmon

Iowa Department on Aging

Anthony Lee

Aging Resources of Central Iowa

Comments

Marcia Tope

Department of Management

Linda Hildreth

Department on Aging

**We welcome your
questions and comments!**

